
American Consulate General
Mumbai

Vacancy Notice

Mumbai

Date: December 22, 2009

The American Consulate General, in Mumbai, is seeking an individual for the position of "Computer Operator (LAN)" in the Information Systems Office of the Management Section.

Applicants must apply on Form HR-01 (Application form for Employment) and specify the vacancy announcement number. Applications not completed on Form HR-01, or without reference to a specific vacancy number will not be accepted. Only completed forms will be accepted. (Refer to application procedure below)

Only applicants who are selected for the interview will be contacted

ANNOUNCEMENT NUMBER: 44/2009

OPEN TO: All Interested Candidates

POSITION: Computer Operator (LAN); FSN-1815-07
BLA-559005 (Personal Services Agreement)

OPENING DATE: December 23, 2009

CLOSING DATE: January 7, 2010

WORK HOURS: Full-time; 40 hours/week

SALARY: EFM/NOR: Grade: FP-07
Ordinarily Resident: FSN-07

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST BE RESIDING IN INDIA AND HAVE VALID WORK AND RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION. (PLEASE ATTACH COPIES OF RELEVANT DOCUMENTATION). APPLICATIONS WITHOUT RELEVANT DOCUMENTATION WILL NOT BE ACCEPTED.

BASIC FUNCTION OF POSITION

Position provides software and hardware services to the Consulate, serving over 175 users at the consulate building, 47 printers, 10 scanners, and 8 servers. Ensures that all systems are set up to comply with Department computer security guidelines. Provides desk side assistance for users who are having difficulty with their computer. Installs new software, upgrades, service packs, and security patches to systems.

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Baccalaureate University degree in Electronics, Science or Computer Science followed by advanced training in systems and computer operations as applied to business and commercial applications either on the job or from reputed educational institutions. Industry standard Comptia A+ computer technician certification is required.
2. Two years of progressive experience in the field of computers and HP Printers in a medium to large networking environment.
3. Level IV (fluency) (speak/read) in English and Hindi required.
4. A thorough knowledge of MS XP workstation and MS office. Knowledge of TCP/IP networking, and associated hardware devices such as switches and NIC cards are critical. It is also necessary to have a thorough understanding of peripheral devices such as HP Printers and scanners and how to incorporate them into different software environment.
5. Strong computer troubleshooting skills are a must, as well as knowledge of basic electrical test equipment. Must be able to explain technical material to users in a way that the user can understand. This is especially critical when rolling out new hardware or software to users.

SELECTION PROCESS

When equally qualified, and if funding permits, U.S. Eligible Family Members (U.S. EFMs) and U.S. Veterans will be given preference.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Currently employed US Citizen EFMs who hold a FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
4. Not Ordinarily Resident employees who are hired with a When Actually Employed (WAE) work schedule are eligible to apply for advertised positions within the first 90 calendar days of their employment.

TO APPLY

Interested applicants for this position must submit the following:

1. Application form for employment (Form HR-01)
2. OPTIONAL: Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

American Consulate General
Human Resources Office
Attention: Ms. Ann E. Gabrielson
78, Bhulabhai Desai Road
Mumbai 400 026.

POINT OF CONTACT

Shyju B. Kombath
Human Resources Office
Telephone: (022) 2363-3611 – 18 Extn. 4302
Fax: (022) 2368-9016
Email: MumbaiHRCareer@state.gov

DEFINITIONS

1. U.S. Citizen Eligible Family Member (USEFM): **For purposes of receiving a preference in hiring for a qualified position, a USEFM is an individual** who meets the following criteria:

- (1) U.S. citizen; and
- (2) The spouse or domestic partner (as defined in 3 FAM 1610) of the sponsoring employee, or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- (3) Listed on the travel orders of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed services member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan; and who is under chief-of-mission authority, and either:
 - (a) Resides at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; or
 - (b) Resides at an involuntary separate maintenance allowance (ISMA) location authorized under 3 FAM 3232.2. If residing at an ISMA location, the individual will not be listed on the sponsoring officer's travel orders but will have a Form SF-1190 processed authorizing ISMA.

Other family members or dependents on direct-hire Foreign Service, Civil Service, or uniformed services member's travel orders are not USEFMs or AEFMs for purposes of 3 FAM 8200.

2. Appointment eligible family member (AEFM): An individual who may qualify for a direct-hire Foreign Service appointment on either a family member appointment (FMA; defined below) or a temporary appointment (TEMP; defined below) provided that all of the following criteria are met:

- (1) U.S. citizen; and
- (2) The spouse or the domestic partner as defined in 3 FAM 1610 of the sponsoring employee, or a child of the sponsoring employee, who is unmarried and at least 18 years old; and
- (3) Listed on the travel orders of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed services member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan, and who is under chief-of-mission authority; and
- (4) Residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan; and
- (5) Does not receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Other family members or dependents of direct-hire Foreign Service, Civil Service, or uniformed services member's travel orders are not AEFMs or U.S. citizen EFMs for purposes of 3 FAM 8200.

3. Not Ordinarily Resident (NOR) – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (OR, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

4. Ordinarily Resident (OR) – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the LCP.

CLOSING DATE FOR THIS POSITION: COB January 7, 2010
An Equal Opportunity Employer

The US Mission in Mumbai provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Drafted By: M/HR - SKombath

Cleared By: M/ISO - MYoho

Approved By: MGMT - AGabrielson